



SmartShopper Program Summary - City of Manchester
Monthly Summary for October 2016



Savings Summary								
	Gross Savings	Incentives Paid	Claims Savings	Program Fees	Net Savings*	ROI	Incentive ROI**	Total Cases
MTD	\$25,600	\$2,325	\$23,275	\$4,655	\$18,620	367 %	1,001 %	32
QTD	\$25,600	\$2,325	\$23,275	\$4,655	\$18,620	367 %	1,001 %	32
YTD	\$305,010	\$21,900	\$283,110	\$56,622	\$226,488	388 %	1,293 %	317

* Net Savings = Gross Savings - Incentives - Program Fees

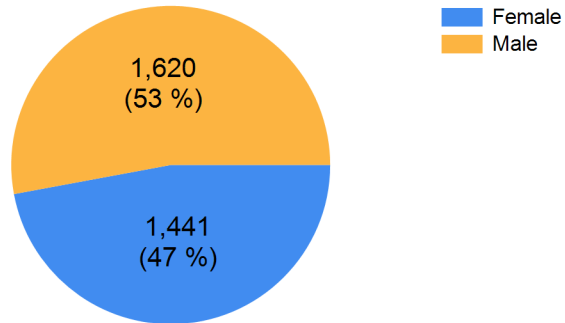
** Incentive ROI measures the return on incentive dollars and does not include any program fees

Population Summary		
Measure	October 2016	Year To Date
Distinct Members	3,061	
Distinct Members with a Claim	351 (11%)	1,645
Distinct Members with Shopping Activity	29 (1%)	240
Distinct Members with an Incentive Paid	29 (1%)	176

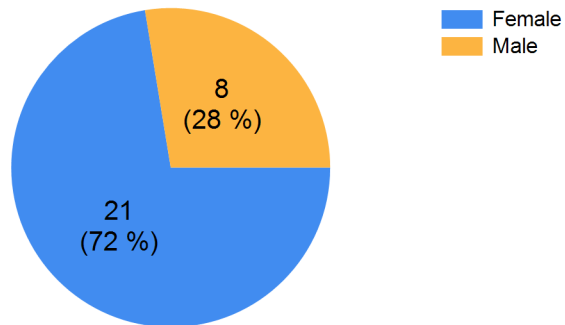
Conversion Rate Summary Year-to-Date		
Shopping Rate	15.3 %	The Shopping Rate is the rate at which members search online or via call center compared to claims volume
Conversion Rate	43.2 %	The Conversion Rate is the percentage of members who chose a cost effective location after shopping with SmartShopper
Redirection Rate	6.6 %	The Redirection Rate is the total percent of all claims that were redirected to a lower-cost location
Avg Savings Per Search	\$386.23	The Average Savings Per Search is the average actual savings each time someone shops with SmartShopper
Avg Savings Per Incentive	\$893.09	The Average Savings Per Incentive is the average actual savings for each incentive earned



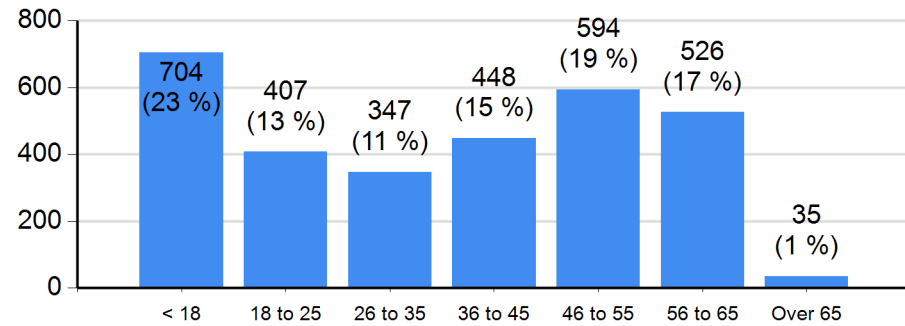
Distinct Members by Gender



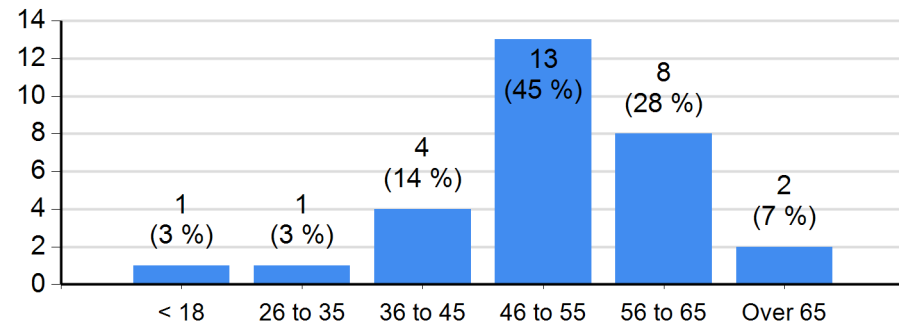
Distinct Shoppers by Gender



Distinct Members by Age

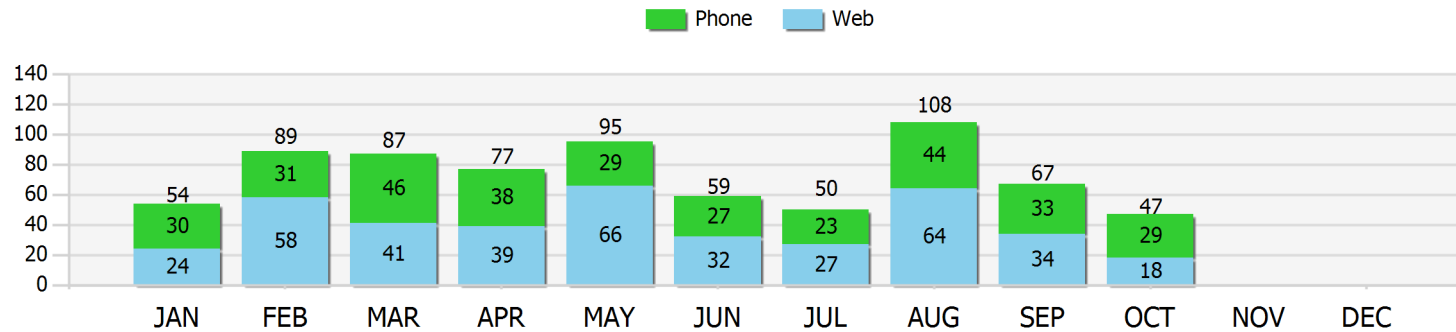


Distinct Shoppers by Age

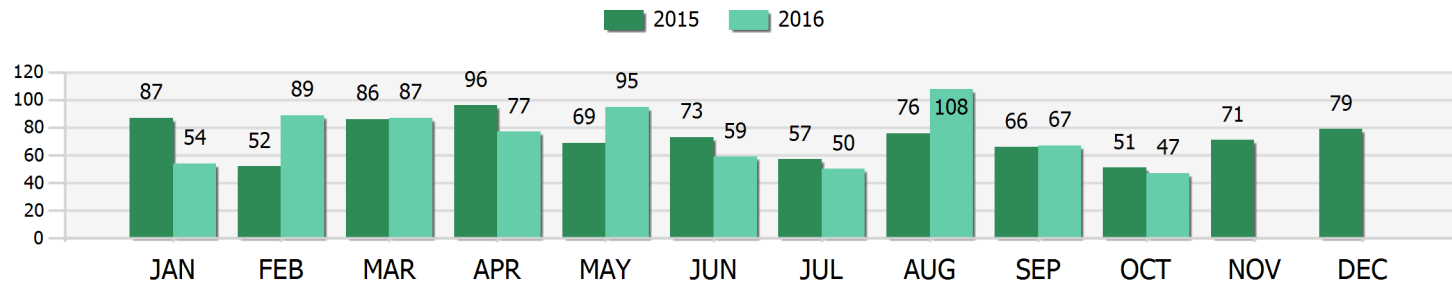




Shopping by Month this Year



Shopping Year over Year



Cost-Effective Breakout by Service (All numbers are Total Year-to-Date)

SmartShopper Service	Incurred Claims	Shopping Activity	Incentives Paid	Success Rate	Claims Savings	Avg Savings per Case (Actual)	SmartShopper Average Savings per Case	SmartShopper Potential Savings	% of Savings
Back Surgery	11	7	0	0 %	\$0	\$0	\$2,734	\$30,072	0.0 %
Bariatric Surgery	0	5	0	0 %	\$0	\$0	\$17,830	\$0	0.0 %
Bladder Repair (Sling)	8	0	0	0 %	\$0	\$0	\$7,043	\$56,344	0.0 %
Bone and Joint Imaging	6	1	0	0 %	\$0	\$0	\$169	\$1,012	0.0 %
Bone Density	38	6	6	16 %	\$760	\$127	\$128	\$4,098	0.3 %
Breast Biopsy	9	0	0	0 %	\$0	\$0	\$1,378	\$12,402	0.0 %
Bronchoscopy	0	1	0	0 %	\$0	\$0	\$0	\$0	0.0 %
Bunionectomy	2	2	0	0 %	\$0	\$0	\$0	\$0	0.0 %
Carpal Tunnel	5	0	0	0 %	\$0	\$0	\$1,756	\$8,781	0.0 %
Cataract Removal	11	5	1	9 %	(\$50)	(\$50)	\$1,795	\$17,946	0.0 %
Colonoscopy	118	74	22	19 %	\$27,280	\$1,240	\$971	\$93,239	9.6 %



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CT Scan	281	11	4	1 %	\$1,467	\$367	\$648	\$179,406	0.5 %
Dilation & Curettage - D&C	0	0	0	0 %	\$0	\$0	\$0	\$0	0.0 %
Ear Tubes	14	1	0	0 %	\$0	\$0	\$428	\$5,996	0.0 %
Education Call	0	18	0	0 %	\$0	\$0	\$0	\$0	0.0 %
Gall Bladder Surgery	10	2	0	0 %	\$0	\$0	\$2,703	\$27,031	0.0 %
Hammertoe Correction	0	0	0	0 %	\$0	\$0	\$0	\$0	0.0 %
Hernia Repair	12	1	0	0 %	\$0	\$0	\$3,593	\$43,112	0.0 %
Hysterectomy	3	0	0	0 %	\$0	\$0	\$1,359	\$4,076	0.0 %
Hysteroscopy	13	0	0	0 %	\$0	\$0	(\$100)	(\$1,300)	0.0 %
Knee Surgery	18	5	1	6 %	\$2,133	\$2,133	\$3,067	\$52,140	0.8 %
Lab/Blood Work	2,587	267	166	6 %	\$40,211	\$242	\$255	\$618,137	14.2 %
Lithotripsy - Kidney Stones	5	2	0	0 %	\$0	\$0	\$4,494	\$22,472	0.0 %
Mammogram	491	68	33	7 %	\$2,015	\$61	\$67	\$30,562	0.7 %
MRI	283	114	23	8 %	\$16,407	\$713	\$720	\$187,188	5.8 %
PET Scan	7	0	0	0 %	\$0	\$0	(\$15)	(\$105)	0.0 %
Physical Therapy	373	71	31	8 %	\$61,684	\$1,990	\$1,944	\$664,848	21.8 %
Prostate Surgery	0	0	0	0 %	\$0	\$0	\$0	\$0	0.0 %
Remicade Therapy	36	15	16	44 %	\$105,488	\$6,593	\$7,446	\$148,912	37.3 %
Shoulder Surgery	20	4	2	10 %	\$18,021	\$9,010	\$5,428	\$97,706	6.4 %
Sinus Surgery	47	10	2	4 %	\$2,807	\$1,404	\$3,242	\$145,869	1.0 %
Spinal Fusion	0	0	0	0 %	\$0	\$0	\$0	\$0	0.0 %
Thyroid Removal	0	1	0	0 %	\$0	\$0	\$0	\$0	0.0 %
Tonsils and Adenoids	6	1	0	0 %	\$0	\$0	\$1,588	\$9,529	0.0 %
Tubal Ligation	6	0	0	0 %	\$0	\$0	\$4,784	\$28,702	0.0 %
Ultrasound	287	20	6	2 %	\$1,525	\$254	\$141	\$39,636	0.5 %
Upper GI	69	21	4	6 %	\$3,362	\$841	\$1,093	\$71,052	1.2 %
Urethra and Bladder Scope	17	0	0	0 %	\$0	\$0	\$581	\$9,883	0.0 %
Uterine Tissue Biopsy	0	0	0	0 %	\$0	\$0	\$854	\$0	0.0 %
Totals	4,793	733	317	6.6 %	\$283,110			\$2,608,743	

**Cost-Effective Breakout by Service Measure Definitions**

The following metrics are broken out for the specified medical procedure/year/employer group:

Incurred Claims: Count of claims (per distinct date of service per member)

Shopping Activity: Total count of searches by members and Compass agents

Incentives Paid: Number of Incentives Paid due to usage of a suggested cost effective provider

Success Rate: Number of Incentives Paid/Incurred Claims.

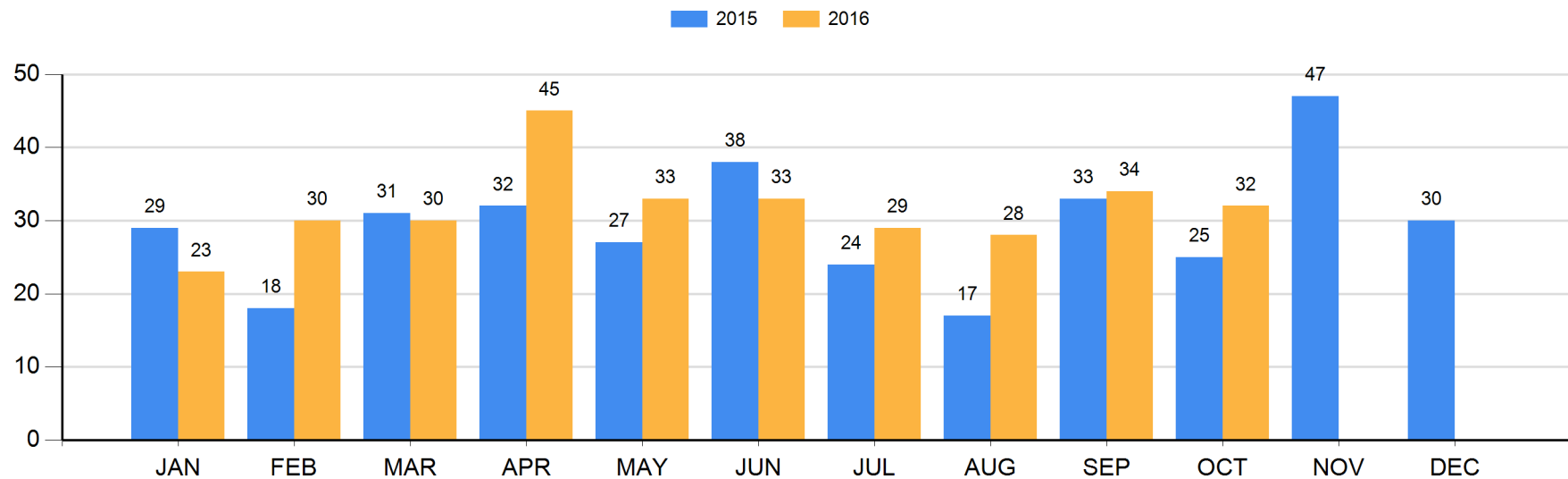
Claims Savings: Sum of the savings for each incentive paid (calculated as destination cost-actual cost - incentive paid)

Average Savings per Case (Actual): Savings/Incentives Paid for Grouping

SmartShopper Average Savings per Case: Average Savings per Incentive Paid across the regional SmartShopper book of business for comparison purposes.

SmartShopper Potential Savings: (Claims-Cost-effective)* (SmartShopper Average Savings per Case)

% of Savings: Claims Savings/Total Savings (for all procedures)

Incentives Year Over Year



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Claims Savings Year Over Year

